

PERFORMANCE WORK STATEMENT
SUPPORT SERVICES CENTER
7/25/2018

BACKGROUND: The Environmental Protection Agency (EPA) Region 10 is located within the Park Place Building, 1200 6th Avenue, Seattle, Washington 98101. As of October 2018, The EPA occupies 12 floors with approximately 157,000 SF, with additional warehouse space in the basement. EPA has two additional Warehouses located approximately 5 miles from the Regional Office: 4735 E. Marginal Way S. and 1620 S. 92nd Place, Suite B, Seattle, WA. The EPA is seeking support services at the Regional Office with occasional services to be performed at the EPA Warehouses and at Manchester Laboratory, Port Orchard, WA, for the annual property inventory.

1.0 **SCOPE OF WORK:** The services to be provided shall ensure the daily provision of supplies, mail, shipping/receiving, scanning and photocopying, mail delivery, light moving and general labor. Services shall also include minor equipment assembly and repair, road-ready preparation of fleet vehicles, property management support operations; and in-house graphics services for the Environmental Protection Agency (EPA) Region 10.

1.1 **Services.** The services shall include, but are not limited to:

- (1) Mailroom Operations – Incoming and Outgoing
- (2) Records Maintenance
- (3) Supply Operations
- (4) Copier Operations
- (5) Property Operations
- (6) Shipping and Receiving
- (7) Moves and Minor Repairs
- (8) Modification of Workspaces
- (9) Complete Daily Operating Status Sheet for Seattle Vehicles
- (10) Conference Room Configurations
- (11) In-house Graphics Services

1.2 **Administration/General Requirements.**

1.2.1. **Attire.** The attire must be clean and appropriate to the work performed. Region 10 strives to be a fragrance-free workplace. In an effort to improve indoor air quality for our colleagues, contractor personnel shall refrain from using perfume, cologne, essential oils, scented after-shave, lotion and other fragrant personal care products.

1.2.2. **ID Cards.** Contractor personnel shall obtain an EPA Contractor ID card on the day they report to work. The Contracting Officer Representative (COR) or designee will arrange appointments for the Contractor to obtain badges. Contractor personnel shall wear I.D badges at all times identifying themselves as Contractors.

1.2.3. **Duty Hours.** The Contractor shall coordinate work schedules to ensure that all duties specified in the Performance Work Statement (PWS) are performed daily (or on demand

for intermittent duties). All work, unless otherwise specified, shall be performed during normal building occupancy hours (6:30 a.m. to 4:30 p.m.) When EPA facilities are closed due to inclement weather or other emergency situations, the Contractor's site supervisor shall obtain that information by dialing his/her designated voicemail box and shall be responsible for informing all Contractor Staff.

1.2.4. Insurance. The Contractor shall be insured in accordance with state vehicle requirements.

1.2.5. Facility. The Contractor shall be financially responsible for the coordination and repair of any damage to the facility due to Contractor negligence and for the replacement of any keys lost by the Contractor. In the case of lost keys to security areas, the Contractor shall be both financially and physically responsible for the re-keying of all affected locks.

1.3. Contractor Space.

1.3.1 EPA will provide working space for the Contractor's employees in a large, open room, enclosed by walls and doors equipped with locks. Within the open room are workstations, a service counter (used to conduct business with EPA employees, express couriers, etc.), an area containing a moveable file system for storing supplies, enclosed, vented rooms for production copying and graphics, and a separate room on the exterior wall of the 1st floor for mail sorting/processing and mail X-ray.

1.3.1.1 The space will be equipped with systems furniture and chairs, telephones, and computers. Exact numbers of all equipment are listed on the On-Site EPA Equipment Inventory List. The Contractor shall be accountable for any EPA furnished equipment or other Government property lost or damaged.

1.3.1.2 On-Site EPA Equipment that may be used by the Contractor beginning on the first day of the contract includes:

- (a) 10 (ten) Government cars or vans
- (b) 1 (one) flatbed cart
- (c) 3 (three) hand trucks
- (d) 2 (two) mail carts
- (e) 3 (three) binding machines, 1 (one) each: Velo, Comb, and Tape Binding Machine
- (f) 2 (two) electric staplers
- (g) 1 (one) Pitney Bowes mail metering system (includes scale and computer system)
- (h) 8 (eight) computer work stations including connection to EPA LAN
- (i) 3 (three) printers: Mailroom, Support Service Office, Graphics
- (j) 1 (one) Xerox D95 Production Copier
- (k) 1 (one) space saver file system
- (l) 1 (one) electric pallet jack
- (m) 1 (one) manual pallet jack
- (n) 1 (one) x-ray machine
- (o) 8 (eight) telephones

- (p) Assorted small hand tools
- (q) 1 (one) Plotter
- (r) Assorted layout tables and graphics equipment
- (s) 1 (one) Bulk Mail Tabber
- (t) 1 (one) Dymo Label Printer
- (u) 1 (one) Brother Label Printer (for check-out)
- (v) 1 (one) Cell Phone
- (w) 3 (three) Handheld Scanners
- (x) 1 (one) Salter-Brecknell PS10000 S Floor Scale, 1000-pound capacity
- (y) 1 (one) Camera

1.3.2 A production copier and make-ready copier are enclosed in a separate, adjacent room with special, direct exhaust and ventilation. Existing equipment required for the performance of this contract shall be provided to the Contractor by the EPA.

2.0 **MAILROOM OPERATIONS**

2.1. Incoming Mail Operations.

2.1.1. The Contractor shall receive EPA incoming mail multiple times per day. Average daily incoming mail consists of approximately 2 (two) mail bins plus 15 boxes. Contractor receives 3 - 4 freight shipments on pallets per month. All incoming mail and deliveries – whether USPS or courier – shall be screened through the X-ray machine operated by Contractor personnel trained in the operation of an X-ray mail-scanning machine. Freight too large to fit through the X-ray equipment shall be inspected based on the Region 10 Security procedure for freight deliveries. Note: The Contractor shall accept and sign for certified, registered, or any mail requiring signature by a Government employee except for COD.

2.1.1.1. Mail Routing/Sorting. The Contractor shall route/sort mail for approximately 25 office locations within EPA (located primarily between the 11th and 21st floors at 1200 Sixth Avenue). The EPA maintains a current list by mailstop of all employees, Contractors, grantees and others on the Local Area Network (LAN). The Contractor shall retrieve a copy of the current list of personnel mailstops, as necessary, from the LAN to keep abreast of all changes and moves as they occur. The addressee's name and address may not always be complete, requiring the Contractor to consult the regional directory. The Contractor shall not process any incoming mail other than official business mail. Personal mail shall be returned to sender and the COR shall be notified. The Contractor shall make every effort to interpret incomplete addresses and to deliver incoming mail, contacting the COR or designee to determine the disposition of any remaining undesignated 1st class incoming mail. The Contractor shall not allow personal mail to be metered or delivered.

2.1.1.2. Mail Distribution. The Contractor shall deliver mail, sorted in the mailroom, to approximately 25 'incoming' mailboxes. The Contractor shall pick up mail from approximately 25 'outgoing' boxes and sort for delivery within the EPA Regional Office, or to the U.S. Post Office, as appropriate. The process of in-house

mail pick-up/delivery from outside sources shall occur one time per day. The schedule for mail delivery is approximately 1:30 pm.

2.2. Outgoing Mail Operations

2.2.1. The Contractor shall operate United States Postal Service (USPS) and courier software and mail handling equipment located in the EPA's regional mail facility.

2.2.2. The Contractor shall not meter or otherwise process any outgoing mail other than official business mail.

2.2.3. The Contractor shall prepare mail for delivery to EPA Headquarters in Washington, D.C., by contracted courier by 4:30 pm. The Contractor shall prepare mail for delivery by United Parcel Service (UPS) (approximately 20 pieces per day) by 3:30 pm. Mail sent via UPS shall be metered and held for pickup. Mail sent by government contract expedited courier shall be prepared using internet software that the courier has provided instruction on.

2.2.4. All EPA outgoing mail received by 4:00 p.m. daily shall be prepared for pick-up at the designated U.S. Post Office mailbox prior to the 5:00 p.m. pick-up time.

2.2.5. The Contractor shall notify the COR or designee for approval to replenish the mail meter when there is \$500 postage remaining. The Contractor shall replenish the meter from an account set-up by the COR or designee.

2.3 Bulk Mail

2.3.1. Approximately 5 times per month, the Contractor shall deliver bulk mailings (i.e., 200 pieces of identical mail), complete all required bulk-mail forms and deliver mail to 10700 27th Avenue South, Tukwilla, WA, no later than the two days after receipt.

2.3.2 Any Contractor handling Bulk Mail shall take the free Bulk Mail Processing Class that is offered at the local Bulk Mail Center.

2.4. Certified and Registered Mail

2.4.1. The Contractor shall deliver all certified and registered mail addressed to EPA personnel to the office or person to whom directed within 3 (three) hours of receipt.

2.4.2. Special handling mail (i.e., courier, overnight express, HQ special handling envelopes) shall be delivered within 3 (three) hours of receipt.

2.5. **Records Maintenance.** The Contractor shall maintain a file of all return receipts, certified mail, express mail shipments, express mail arrivals, outgoing UPS shipments, postage meter setting receipts, postage credits, penalty mail stamp use, permit imprint use, and postage meter deposits, readings or replacements.

3.0. SUPPLY OPERATIONS

3.1. Supply Orders

3.1.1. The Contractor shall allow self-service supply replenishment of partially used, returned supply items. The Contractor shall store and disburse assorted new, unused equipment and supplies to fill walk-up requests 8:00 am to 4:30 pm daily.

3.1.2. Conference room amenities such as flip charts, additional flip chart pads, markers, erasers, tape, tacks, etc. shall be available for pick-up by staff.

3.1.3. The Contractor shall report any supply orders that cannot be filled to the COR or designee within 48 hours and shall provide the requestor with an estimated arrival date for the supply/form.

3.1.4. The Contractor shall maintain an automated system provided by EPA to track supplies usage levels, and generate appropriate order forms to replenish stock. The Contractor shall maintain a 4-week supply of all supplies in the Regional Office.

3.1.5. The Contractor shall restock supply shelves from bulk stock supplies, ensuring oldest items are issued first. Contractor shall provide the COR or designee with a list of proposed deletions from the inventory and recommendations for adding new items to the system based on customer demand before any changes are made to the inventory.

3.1.6. If and when an incorrect supply number is specified by the Contractor and an unusable supply item is ordered, the Contractor shall bear the cost of any restocking/shipping/storage charges.

3.1.7. Orders for supplies shall be prepared by the Contractor for approval by the COR or designee. The order will then be placed by an authorized EPA employee.

3.1.8. The Contractor shall warehouse all supplies, verify partial and complete receipt against orders, and re-stock shelves in the supply room.

3.1.9. The Contractor shall publish the regional Supply Catalog on the EPA Regional network InfoPage. A new catalog shall be prepared and distributed in November of each year.

4.0 COPIER OPERATIONS

4.1. Copy Center Operations

4.1.1. The Contractor shall provide operators for one EPA-owned production photocopier, one EPA-owned make-ready photocopier, and one each EPA-owned velo-bind machine, spiral-bind machine, and tape-binding machine to provide for 24-hour turn-around (including pick-up and delivery within the office) on copy jobs submitted.

4.1.2. The Contractor shall assure proper prioritization of materials awaiting reproduction (scanning or paper) on a first-in, first-out basis, respond to urgent (requests, requests needed within 2 (two) hours) made by the COR or designee. Approximately 48 times per month, staff will hand-deliver small, urgent copy jobs to the production copy center. Standard copy jobs (one file box or less), shall be completed and returned to the requestor within twenty-four (24) hours. Required completion time for larger copy jobs is ten (10) days unless otherwise approved by the COR or designee. Larger copy jobs are defined as those that constitute more than one file box of originals or when the copy must be disassembled and reassembled in sections.

4.1.3. The Joint Committee on Printing duplicating limitations are: 5,000 units of one page or 25,000 aggregates of multiple pages for any one requirement. Should the Contractor receive copy requests that exceed these limitations, or multiple requests for the same job designed to avoid this limitation, the COR or designee shall be notified immediately.

4.1.4. Copy jobs requiring the use of peripheral equipment shall be completed within five days. Most copy jobs require sorting and binding and shall be accomplished by using the features built into the copiers. Those jobs shall be completed within the prescribed standard turnaround times. Contractor may be tasked to cut cardstock into halves or quarters etc.

4.1.5. The Contractor shall report any copy jobs that will not be completed within the standard time frames to the COR or designee and the requestor and shall include an estimated date of completion.

4.1.6. The production copiers in the copy center run approximately 72,400 copies per month.

4.1.7. The Contractor shall prepare a quarterly report of Copy/Print Count per department for the Information Services Unit (ISU) Manager.

4.2. Key Operator Activities

4.2.1. The Contractor shall serve as key operator for the approximately 16 Multi-Functional Device (MFD) Copiers located in Seattle EPA space. This equipment is leased and includes service calls. The Contractor shall be familiar with the equipment used and be competent to provide minor troubleshooting services without resorting to unnecessary service calls.

4.2.2. The Contractor shall post a notice on any copier they have called-in for repair, noting the date and time the repair call was placed.

4.2.3. The Contractor shall maintain a record of all breakdowns including system downtime.

4.2.4. The Contractor shall follow up with the COR or designee to ensure the repair is

accomplished.

4.2.5. The Contractor shall check all MFD Copiers remotely, and as needed, perform key operator duties to ensure that they are filled with paper, toner, fuser, staples, etc. The Contractor shall maintain adequate supply inventories for MDF copier and fax machines to allow for sufficient product to carry over during standard re-order intervals.

4.2.6. The Contractor shall deliver copier paper as needed to the approximately 48 machines: MFD copiers and printers located in the Regional Office (located on floors 1, 5, 11-17, 19-21 in copier rooms in the building and in shared space in the offices).

4.3. **Records Maintenance/Analysis.** Each month, the Contractor shall report the meter readings by Serial number, IP Address, and location. These reports shall be provided to the local EPA Information Services Unit Manager and to the Xerox Corporation.

5.0. **PROPERTY OPERATIONS.** EPA Region 10 has responsibility for approximately 4,200 accountable property items with a total value of approximately \$10,900,000. EPA uses an Automated Property Management System to account for accountable property.

5.1. **Property Management.** The Contractor shall support the EPA Property Accountable and Property Management functions by accomplishing the equipment handling and data entry for EPA personal property.

5.1.1. The Contractor shall serve as technical advisor, reviewing any new R10 personal property processes. EPA will develop updated personal property processes. However, the Contractor may advise on the content of information based on experience and knowledge related to the existing operational practices. EPA will consider feedback and will ultimately develop any new processes.

5.1.2. The Contractor shall maintain an item control log in a format designated by EPA and issue item control number to track actions. The Contractor shall provide copies of the log to the PMO, PAO, or PUO as requested.

5.1.3. At the request of the Property Management Officer (PMO), Property Accountability Officer (PAO), or Property Utilization Officer (PUO), the Contractor shall conduct research for missing, lost or damaged items, review invoices and new acquisition paperwork. In addition, the Contractor shall search the Automated Property Management System for any historical information, contacting EPA personnel as needed.

5.2. **Property Management Training.** The Contractor shall keep abreast of all procedural information and guidance on the aspects of property management and comply with property management requirements. A manual will be provided. The EPA maintains a proprietary property management database for which training on updated versions is available only from EPA. Training and troubleshooting sessions may occasionally be scheduled. The Contractor shall send an appropriate employee to such training/troubleshooting sessions. Contractor shall travel subject to the rules of the Federal Joint Travel Regulations. Contractor shall submit invoices for travel expenses to the COR for

review and approval before reimbursement is authorized. The Contractor shall attend local EPA R10-provided personal property training sessions.

5.2.1. At the request of the PMO, Contractor shall demonstrate how to use the Automated Property Management System for performing basic tasks and run reports up to 4 times annually for the PAO, PUO, or the Property Custodial Officer (PCO).

5.3. Database Maintenance and Property Decals

5.3.1. The Contractor shall update property in the Automated Property Management System to control and account for personal property. The Contractor shall enter additions, transfers, and deletions with Agency defined timeframes as identified in the EPA Property Management Manual. The Contractor shall ensure the system is updated after final disposition of excess personal property. The region tracks approximately 4,200 pieces of accountable property per year. Accountable property is defined as either enviable property or property having a value of more than \$5,000 and a life expectancy of at least 12 months and be identifiable in itself (not as a component of a larger asset).

5.3.2. The Contractor shall affix an EPA property decal and bar code label to all accountable property assigned to the EPA for in-house use within three days of receipt of proper documentation which includes: Documentation of Purchase, Invoice and Receiving Report. The Contractor shall record decal number, type of equipment, serial number and/or local assigned number, purchase order number, date received, and the name of the requester into the EPA Automated Property Management System. The Contractor shall then forward the receiving report and decal property to the originator.

5.3.3. Non-accountable (sensitive) items easily converted to private use (i.e., cameras) regardless of value along with all electronics (monitors, CPUs, cell phones, smartphones, etc.) shall be entered into the EPA Automated Property Management System. The Contractor shall ensure these items are tracked in the database as they are moved or reassigned. Non-accountable (sensitive item) property records shall be maintained and verified annually, with signatures acquired from the users of the property.

5.3.4. EPA has approximately 400 database entries into the Automated Property Management System per month. Additional entries are likely to be required at the end of the fiscal year during the physical inventory close out. Entries on average take approximately six minutes.

5.4. Inventory.

5.4.1 The Contractor shall support the Agency's Annual Fiscal Year Inventory. EPA Property Custodial Officer (PCO) will conduct the inventory reviews and provide updated property information to the Contractor for update in the Automated Property Management System. The Contractor is responsible for verifying property details for any equipment within their suite and or storage areas (which includes the Federal Center South). The Contractor shall support the annual physical property inventory at the Seattle Regional Office, and the

warehouses in Seattle. Each site takes 1-2 days to conduct the annual inventory, depending upon the size of the location and the accuracy of the property management records maintained at that site.

5.4.2. Property Transfer/Excess. The Contractor shall use GSAXcess, and the Automated Property Management System to maintain an inventory of all items of transfer, excess or storage located in warehouse areas. The Contractor shall inventory the warehouse areas (Seattle and Port Orchard) within 90 working days after the effective date of the contract, and shall travel (day trip) to the Manchester Lab (Port Orchard location) annually to ensure that surplus property is being effectively transferred/excessed.

5.4.3. The Contractor shall reserve a government vehicle approximately 12 times per year to transport property between the Regional Office and the property warehouse approximately 5 miles distant. The Contractor shall maintain insurance sufficient to protect the total replacement value of the Government property being transported and required vehicle insurance under Washington State regulation.

5.5. Excess Inventory.

5.5.1. Within 5 days of notification by the COR or designee, the Contractor shall complete all necessary forms and arrange for storage and or shipment of excess inventory. If required, the Contractor shall, primarily by use of a GOV, transport excess equipment to/from other locations or deliver property to be disposed of to the dump.

5.5.2. The Contractor shall enter property information into the GSAXcess system, track GSAXcess submittals and check on status of excess lots. The Contractor shall notify GSA property management of any issues associated with lots and notify EPA property staff involved of timelines. The Contractor shall gather and submit to GSA any receiving reports from bidders or from EPA personal property staff listed as POCs on any GSAXcess lots. The Contractor shall provide logistical support: contacting purchaser, boxing up smaller items, coordinating mailing and or freight, documenting pick-up or shipment, and confirming receipt of goods, and coordination for pickup of any GSAXcess procured equipment as directed by PAO, PAU or PMO and shall document transactions for annual reporting.

5.5.3. The Contractor shall provide logistical support: boxing up smaller items, coordinating mailing and or freight, documenting pick-up or shipment, confirming receipt of goods, and coordination for donating electronics to schools or the Computer for Learning program, as directed by PAO. The Contractor shall document transactions for annual reporting.

6.0. Shipping and Receiving

6.1. Shipping.

6.1.1. The Contractor shall schedule shipping in support of the shipment of equipment to or from the Regional Office or its Operations Offices. Equipment shall be relocated and/or packaged for shipment. Shipments occur approximately once per month. Property shall be

shipped within six working days upon receipt of written request.

6.1.2. The Contractor shall inform staff of shipping options. The Contractor shall schedule the receipt of all freight shipments with the shipping company and schedule use of the building freight elevator as necessary to accomplish delivery of freight to its specific destination within the region.

6.2. Receiving.

6.2.1. The Contractor shall receive all Seattle property shipments, including unloading the equipment from the shippers' trucks and delivering it to the specified location within the office. Freight too large to fit through the X-ray equipment shall be inspected based on the Region 10 Security procedure for freight deliveries. The Contractor shall schedule use of the building's freight elevator, as necessary. As there is no loading dock in the regional office building, delivery trucks park at street level in front of the building.

6.2.2. If packing materials and shipping pallets cannot be recycled by building management but a local firm can be found that will, recyclable packing materials shall be periodically delivered to that firm by the Contractor. Pallets shall not be stored outside the EPA storerooms in the parking garage.

6.2.3. Some trucks may not be equipped with lift gates, and shall be manually unloaded. (The average size and weight of individual items received in shipments during the year would be approximately 2' X 3' X 3' and weigh 50 pounds. Items will vary in size and weight and may not always be anticipated. EPA estimates that the maximum size and weight item to arrive would be approximately 2' X 3' X 6' and weigh 100 pounds. A manual and an electric pallet jack are available for Contractor use.

6.2.4. Within 3 days, the Contractor shall warehouse, safeguard, and uncrate, all incoming property shipments, assemble the equipment (usually furniture), inspect it for damage, safeguard shipping materials until end-user has inspected the equipment, and file damage claims as necessary. The mailroom receives approximately 5 pieces of property per day and approximately 10 annual bulk shipments which include laptops, monitors, and quarterly shipments of paper.

6.2.5. The Contractor shall complete receiving reports and forward them to the originator for review and signature when the property is received. Receiving reports will be in various forms:

- (1) receiving report copies of written purchase orders;
- (2) receiving report copies of the purchase requisition for oral orders;
- (3) a receiving report form (EPA form 1771-4 or similar -- for contracts); and
- (4) GSA form 1348 for FEDSTRIP orders.

6.2.6. Receiving reports for equipment shall be annotated, when applicable, to show the manufacturer's name (not the supplies), make, model, serial number, capacity, (i.e., volts, RPM,

etc.).

6.2.7. When all items listed on the procurement document are not received on the initial shipment, a partial receiving report shall be prepared and forwarded to the originator for the items received.

7.0 SERVICE OPERATIONS

7.1 Moves and Minor Repairs

7.1.1. The Contractor shall assemble, pick up and deliver new equipment to end users, make minor repairs to existing furniture, and transport/re-locate furniture, records or other equipment within the building in conjunction with minor individual office relocations, or to nearby offices, depots, warehouses or hotels in conjunction with meeting preparations, or records or property transport or disposition.

7.1.2. Historically, the Contractor receives an average of 8 such requests per day. If the Contractor is unable to complete all requested tasks by COB the day requested, he shall notify the COR or designee and the requestor, providing a date by which the task shall be completed.

7.2 Modifications of Workspaces

7.2.1. Minor modifications to the components or placement of the components may be requested. The Contractor shall accomplish these minor modifications as specified by the COR or designee. Modular components with a lock are keyed the same and shall not be separated by moving to another cubicle. Components consist of Herman Miller components:

- Move sit/stand within workstation.
- Install/remove task bars.
- Install/adjust monitor arms.
- Install task lights, change bulbs, trouble shoot task lights.
- Install or trouble shoot Isole brand power strips.
- Trouble shoot sit/stand.
- Install/move keyboard trays.
- Install/move pencil drawers.
- Move Herman Miller filing cabinets within workstation (if unit has a lock).
- Move wardrobe cabinets within workstation (if unit has a lock).
- Move HM storage cabinets within workstation (if unit has a lock).
- Major reconfigurations including: moving overhead bins, raising work surfaces, moving walls, must be done by Hermon Miller or their authorized dealer.

7.3 Vehicles

7.3.1. Each morning by 7:30 am and as required during the day, the Contractor shall ensure that vehicles in the motor pool are ready for use, including ensuring the vehicles are re-fueled before its next use. When tasked by the COR or designee, the Contractor shall take the

vehicles to the car wash to be cleaned.

7.3.2. The Contractor shall check the vehicles assigned to EPA to ensure that they are in good operating condition, are supplied with functional spare tires, jacks (when included with vehicle), chains, etc. and that fluids (water, oil, gasoline, windshield washer fluid) are topped off. The Contractor shall provide the Service Center with a completed 'status sheet' on each vehicle by 7:30 am.

7.3.3. Currently 10 vehicles are assigned to the EPA Seattle motor pool. One all-electric sedan was added to the fleet and requires knowledge of charging procedures.

7.3.4. The Contractor shall deliver to or pick up vehicles from a mechanic when they require regular maintenance and repair, take vehicles for estimates to repair damage and pick-up/drop off replacement GSA vehicles.

7.3.5. Each morning by 7:00 am, the Service Center will provide the Contractor with a schedule of cars needed for the day.

7.3.6. Twice weekly (or as needed) the Contractor shall deliver and pick up records from the National Archives storage facility in Seattle.

7.4. **Executive Order 13513**, signed on October 1, 2009, mandates that Contractors shall discontinue reading from or entering data into any handheld device (or other electronic device) while operating a motor vehicle owned or leased by the Government.

Using handheld devices to transfer or read electronic data is distracting and can lead to motor vehicle accidents on the road. "Text messaging" is prohibited by EO 13513 and includes any of the following:

- Short Message Service (SMS) texting
- Emailing
- Instant messaging
- Obtaining navigational information
- Engaging in any other form of electronic data retrieval, communication, or transfer

This ban on text messaging also applies when GOVs are stopped at traffic lights and stop signs. To use data-transferring devices, a vehicle operator must pull over to a safe location (off of the main road) and park the vehicle. Data transferring is prohibited in all of the following situations:

Driving EPA-owned or leased motor vehicles
Driving POVs on official Government business
Using electronic equipment supplied by the Government while driving any vehicle including POVs not operating on official Government business

7.5. **Fitness Equipment Maintenance.** The Contractor shall maintain two Lifespan

TR5000 workspace treadmills, located in the Park Place Building, Seattle, WA. On a quarterly basis, the treadmills shall be inspected to ensure alignment of the treadmill belts and be lubricated as needed in accordance with instructions provided in the user manual. The contractor shall use the existing EPA provided maintenance log to track inspections and EPA will provide the lubricant. Any maintenance issues discovered during the quarterly inspection shall be reported immediately to the COR or their designee.

7.6. Conference Rooms

7.6.1. Each morning by 8:00 am, and as required during the day, the Contractor shall ensure that the conference rooms are ready to use. EPA conference rooms are equipped with operable walls and can be configured to different sizes and can require different table arrangements, depending upon the meeting scheduled.

7.6.2. Each morning by 8:00 am, and as required during the day, the Contractor shall check conference room configurations for scheduled meetings using Outlook.

7.6.3. The Contractor may be required to reconfigure the entire conference complex during the workday. This would involve setting up/taking down and storing tables, setting out/removing chairs, and sliding into place ceiling-hung operable walls in accordance with room schedules.

7.6.4. For reasons of security, the Contractor shall close all conference room doors when set-ups are completed.

8.0. In-House Graphics Services

8.1. **Desktop Publishing Assistance.** The Contractor shall provide standard procedural information and assistance on desktop publishing to EPA staff as required. This may include providing occasional one-on-one instruction to EPA staff interested in the operation of desktop publishing software so that they can create their own rudimentary graphics products (approximately 5 times per month), as well as the creation of finished, professional graphics design products per submitted work orders. The Contractor may receive files from EPA staff to polish/fix/clean-up into final documents.

8.2. **Creation of Consumable Graphic Products.** The Contractor shall be responsible for creating approximately 40 brochures, flyers, banners, mailers, certificates, posters, laminations, business cards, presentations (PowerPoint), magnets, door-hangers, table-tents, etc. per month in response to short-term graphics requests with 2-3-day turnaround times. These products will be displayed in-house as well as distributed outside the Agency. The Contractor shall create high quality visual products working from rough sketches and/or descriptions. All graphic production shall be submitted to the COR or designee for approval after completion, prior to distribution.

8.3 Creation of Durable Graphic Products

8.3.1. The Contractor shall provide design assistance for reports, booklets, brochures and web work, creating 10-20 products per month, usually within 1-2 weeks of receiving the request. Included is the requirement to create PDF presentations of EPA reports/training to be distributed outside the Agency. The Contractor is responsible for creating high quality visual products working from rough sketches and/or descriptions. All graphic productions shall be submitted to the COR or designee for approval after completion but prior to distribution.

8.3.2. The Contractor shall provide logos, illustrations, drawings, signage, informational graphics (charts and graphs), and photo editing.

8.3.2. The Contractor may prepare technical requirements for large-scale print jobs, envelopes and other projects which cannot be done in-house. Official forms required to send work to the Government Publishing Office shall be prepared by the Contractor for these jobs.

9.0 PROCUREMENT LIABILITY

9.1. The Contractor SHALL NOT commit Government funds for the accomplishment of any function. In order to complete supply orders, forms orders, postage replenishment, copier maintenance calls, freight shipping requests, etc. the Contractor shall contact the COR or designee.

9.2. All paperwork shall be prepared in advance by the Contractor for submittal to the COR or designee for approval. In the event the Contractor executes an unauthorized procurement, the Contractor shall bear the financial responsibility.

10.0. PHYSICAL SECURITY

10.1. The Contractor shall be responsible for safeguarding all government property provided for Contractor use.

10.2. The Contractor shall establish and implement methods of ensuring all keys/cardkeys issued to the Contractor by the government are not lost or misplaced and are not used by unauthorized persons. No keys issued the Contractor by the government shall be duplicated.

10.3. The Contractor shall develop procedures covering key control.

10.4. The Contractor shall report the occurrences of lost keys/cardkeys to the COR or designee.

10.4.1. In the event that keys/cardkeys are lost, the Contractor shall be required, upon direction of the COR or designee, to rekey or replace the affected lock or locks.

10.4.1.1. If the replacement of locks or rekeying is performed by the government, the total cost of rekeying or lock replacement shall be deducted from the monthly payment due the Contractor.

10.4.1.2. In the event a master key is lost, all locks and keys for that system shall be replaced by the government and the total cost deducted from the monthly payment due the Contractor.

10.4.2. The Contractor shall prohibit the use of keys issued by the government by any persons other than the Contractor's employees.

10.4.3. The Contractor shall ensure that the Mailroom and Support Services Office is locked whenever staff are not present.

11.0 REPORTING REQUIREMENTS – The Contractor shall document all work requests from EPA Staff using the EPA Region 10 provided Incident Tracking System (The Facilities Helpdesk Ticket System). Region 10 is currently using Cherwell and anticipates transitioning to a different system during performance of this contract. The Contractor shall use the system provided by EPA Region 10.

11.1. Mail Operations. The following reports shall be filed in the mailroom and available for review by the COR or designee:

1. Daily log of incoming and outgoing custom designed pouch mail
2. Daily log of incoming and outgoing certified and registered mail
3. Daily log of incoming and outgoing UPS mail
4. Daily log of incoming and outgoing mail sent via other special couriers

11.1.1. The following reports shall be emailed to: EPA-HQ Mail Receiving <EPA-HQ_Mail_Receiving@epa.gov> with a copy to Facilities Unit on site.

Monthly:

1. Monthly record of postage meter readings
2. Record of postage meter setting receipts (day of deposit)
3. Preparation of bulk mailing request form (USPS Form Online)
4. If required, spoiled postage refund

Day of Occurrence:

1. Daily record of postage meter setting receipts
2. Postage meter replacement
3. Report of permit imprint mailing

11.2. Supply Operations. The following report shall be filed in the supply room and available for review by the COR or designee at any time:

1. Weekly update of automated log to track supply levels
2. Annual creation of supply catalogue
3. Annual review of supply inventory with recommendations of items to be added or

deleted

11.3. Copy Center Operations. The following reports shall be filed in the copy center and available for review by the COR or designee at any time:

1. Daily maintenance call log for all regional office copiers
2. Daily log of copy jobs requested/completed

11.3.1 The following reports shall be sent to the ISU Unit:

1. Monthly copy volumes produced on all regional copiers for Xerox
2. Annual report of repairs for each regional copier
3. Monthly copy volumes produced by Department

11.4. Property Operations.

11.4.1. Property reports that are to be distributed outside of Region 10 shall be provided to the EPA PMO.

11.4.2. The following reports shall be filed in the property management office, available for review by the COR or designee at any time:

1. Entry of new property into property management database
2. Record of property transfer documentation
3. Occasional report of transferred property
4. Occasional generation of the exceptions report
5. Occasional generation of the duplicate decal report

11.5. Shipping/Receiving Operations

11.5.1 The following reports shall be filed in the mailroom and available for review by the COR or designee at any time:

1. Maintenance of a log of items shipped
2. Maintenance of a log of items received
3. Preparation of reports of shipping damage

11.6. Service Operations. The following reports shall be filed in the mailroom and available for review by the COR or designee:

1. Daily log of service requests
2. Log of service requirements for cars and conference rooms

11.7. Graphics Operations. The following report shall be maintained and available for review by the COR or designee at any time:

1. A log of graphics projects, with due date, status, and completion date shall be accessible to COR.

OPTIONAL ITEM

Region 10 Fleet Duties – All R10 Vehicles (61 vehicles) - Includes the Seattle Fleet of 10

The Contractor shall keep abreast of all the procedural information and guidance on aspects of fleet management requirements. A manual will be provided. Contractor shall adhere to agency guidelines/policy on restricted use of Government Vehicles. Contractor shall review guidance received from R10 Fleet Manager which includes general information from HQ Fleet Services, GSA, and free on-line fleet training opportunities. Contractor shall attend Quarterly Fleet Managers conference calls.

The Contractor shall act as point of contact for accidents and vehicle damage and shall report vehicle issues regarding damage, accidents, and maintenance issues to R10 Fleet Manager. The Contractor shall coordinate with the driver of the fleet vehicle to ensure the Motor Vehicle Accident Report SF-90 is filled out completely and compile all estimates, pictures, and related data on accidents to be emailed to the R10 Fleet Manager.

The Contractor shall coordinate with ISU Hotline Contract Staff to block from reservation Seattle Fleet vehicles for preventative maintenance, repairs, service, or for trade-in or decommission of vehicle. Coordinate with ISU Hotline to ensure new/replacement vehicles are entered in the reservations system and decommissioned vehicles are removed from reservation system.

Seattle Vehicle Check-out. The Contractor shall verify the employee has EPA Motor Vehicles Operator Responsibilities (EPA-4920-20) on file. The Contractor shall issue: keys and related gas card, parking pass, GSA contact card, schedule, and Daily Vehicle Utilization Report (EPA-4920-3), including instruction sheet.

Seattle Vehicle Check-in. The Contractor shall ensure the keys and related gas card, parking pass, and GSA contact card have been returned and that the driver returns completed Utilization Report (EPA 4920-3) including any receipts for gas, maintenance, or repairs. The Key Drop Box shall be checked daily for keys and related items returned after hours.

Miscellaneous Fleet Duties. The Contractor shall resolve miscellaneous problems (i.e. missing: keys, parking key, credit card) for the Seattle Fleet. Report traffic violations and refer Home-to-Work requests to R10 Fleet Manager.

GSA Fleet Recalls. The Contractor shall review the list received from GSA for EPA R10 vehicles that are on the GSA open recall list. Research includes clicking the document link for detailed information for vehicle's recall which includes steps needed to resolve issues for R10 Seattle Fleet Vehicles. When the recall has been remedied, provide GSA with a copy of the service ticket to avoid further notifications. For vehicles outside the Seattle fleet, the Contractor shall forward the GSA email to the correct Local Fleet Manager.

Reports

The Contractor shall update the following reports as data changes: R10 Vehicle VIN Numbers, Credit Card Numbers, Garage Key Numbers, and Local Fleet Manager Listing.

The Contractor shall prepare the following Seattle Fleet reports for the R10 Comptroller: Annual Vehicle Use Report: compiled data for each vehicle by office to include number of trips and total mileage. Annual Ferry Ticket use for both walk on and car and driver tickets by office.

Automotive Statistical Tool (AST) Data Entry for All R10 Fleet. The Contractor shall collect, compile, and enter data into AST for the R10 monthly reporting requirement for sixty-one (61) R10 Vehicles registered in AST. Ensure 100% input of all R10 Vehicle data including: mileage, fuel, maintenance, and repair costs for quarterly certification by EPA R10 Fleet Manager. The Contractor shall coordinate with HQ Fleet Services to resolve: AST input issues, mileage corrections in AST, and any issues preventing 100% input for Quarterly Certification Reports required by HQ.

GSA Fleet Drive Thru for R10 Fleet. The Contractor shall update Mileage Express after monthly run of the GORP (Get Odometer Reading at the Pump) for all vehicles out of compliance. Enter one (1) mile for vehicles with zero usage to avoid estimated mileage charges by GSA. Ensure that the mileage listed per vehicle is correct and updated.

The Contractor shall order lost/replacement gas cards using GSA Fleet Drive Thru for EPA R10.

The Contractor shall receive the GSA Preventative Maintenance Notice of due/overdue report for EPA R10. The Contractor shall verify status of vehicle and enter completion date in Fleet Drive Thru for R10 Seattle Fleet and coordinate with local fleet managers for vehicles outside the Seattle Fleet.

Records Management. The Contractor shall coordinate R10 Fleet Files under agency's Records Retention Schedule and utilize Versatile Enterprise Database Software to record, store, and destroy R10 Fleet Record Files under the guidance of the Regional Records Coordinator.